

CALVAY ROUTEMAP FOR ALL REPAIRS, CYCLICAL & MAJOR WORKS

Following the Scottish Housing Regulator's letter to all social housing tenants, Calway, like other Housing Associations is starting to plan how we can safely resume routine repairs and planned maintenance work. Lockdown has been a very difficult time for everyone, staff, residents and contractors. With only a handful of contractors available and Covid 19 restrictions to adhere to, we have only been able to attend to Emergency repairs and repairs to empty properties. Staff have been working from home and doing their level best to provide as much help and assistance to tenants as possible. We did manage to continue with open space and garden maintenance, close cleaning, bin-store cleaning and bulk pull through. Our own contractors have also been a fantastic help with uplifting bulk from tenement properties and taking it to the dump, while the council service was suspended. We have recently managed to re-let some of our void properties in a "new normal" sort of way and carried out Annual Gas Servicing, where possible, as this is a legislative health and safety priority.



Now that the Scottish Government has eased off on some lockdown restrictions, we are looking to start extending our repairs service to include routine repairs. Our staff and contractors will continue to ask you the standard Covid 19 security questions before sending anyone out to your property. All contractors will carry PPE equipment and will wear masks, etc. where social distancing is not possible. Please be aware that repairs may take a bit longer than normal, as we have a backlog of jobs that tenants have been reporting to us during lockdown and we will be working through these first. We therefore ask that you please bear with our staff and contractors during this difficult time, so we can ensure this can happen safely and in line with the current public health guidance.

PLANNED AND CYCLICAL WORKS STARTING FROM AUGUST 2020

Fire Safety Upgrades

As you will be aware, the Scottish Government has placed a legal requirement on all Social Landlords in Scotland to implement fire safety upgrades by the end of February 2021.



Works involve the installation and upgrade of smoke alarms and interlinked heat alarms in all of our properties. We kicked these works off last year, but had to stop during lockdown, so will now be racing against the clock to get all properties completed on time. Our contractors Fortress Security Ltd. will be writing to you with appointments, so please help us out by providing access.

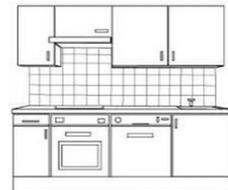
Electrical Inspections



A recent change in legislation also places a legal requirement on all Social Landlords to carry out an electrical inspection on every property every five years to make sure your house remains safe for you and your family. Our contractors Fortress Security Ltd will therefore be re-starting these inspections, together with fire safety upgrades, from August onwards.

Kitchen & Bathroom Replacements

Our contractors MCN (Scotland) Ltd were just finishing off last year's contract when the Covid 19 lockdown stopped them in their tracks. They now plan to finish the remaining kitchens and bathrooms in Calvay Road from mid August, before moving on to this year's contract in Barlanark Road.



The new contract will initially involve surveys of each property, so watch out for individual letters giving further details to the tenants involved.

We would also remind you that any tenant who fails to provide access for the electrical inspections or for any follow on works required, will not be included in kitchen and bathroom upgrade works.



New Windows

We tendered this contract and appointed CMS Window Systems to replace windows during 2020/2021 at some of our tenement properties at Garvel and Hallhill Road. The contractors will initially survey the properties to enable the manufacturing of windows, with installation works planned to start over the next few months. Watch out for individual letters giving further details, for those tenants involved, as well as common works costs for factored owners.

BIN REPLACEMENT PROGRAMME & BINSTORE UPGRADES

We previously agreed to carry out bin-store upgrades that would satisfy GCC requirements for their Bin Replacement Programme, i.e. replacing the small metal bins with larger wheelie bins for general waste and recycling. Surveys and discussions took place between staff, residents, consultants and GCC to agree on what needs done. We tendered the contract and appointed TCS Response Ltd to carry out the works, but Covid 19 lockdown has unfortunately held things up until now. GCC had initially agreed to hold delivery of wheelie bins until all upgrade works were completed, but are now ready to push on with their programme. Calvay staff and contractors have been in recent discussion and on site with GCC to agree how best to proceed. Upgrade works will not affect properties that already have wheelie bins. Of the bin-stores that have metal bins, some will not need any modifications, while others will need to be demolished and re-built:-



<u>No Modifications Needed</u>	<u>Binstores to be Demolished & Rebuilt</u>
11, 23 & 39 Barlanark Road 3 to 17 Blyth Place 3 to 39 Burnett Road 44 to 54 Calvay Road 4 to 8 Garvel Road 285 to 303 Hallhill Road 3 to 9 Kerrera Place	6 to 76 Barlanark Road 1 to- 25 Burnmouth Road 3 to 71 Calvay Crescent 3 to 69 Calvay Road 44 to 54 Garvel Road 15 to 44 Millbeg Crescent 4 to 22 Millbeg Place 150 to 162 Pendeen Road 76 to 112 Sandaig Road

Where no modifications are needed, GCC will deliver your new wheelie bins in the next few weeks. Where modifications are needed, GCC will provide Large Eurobins at the front of your close to be used whilst upgrade works are going on in your backcourt. These large bins will be moved to the next close, and so on, until all works are completed. We appreciate this may be inconvenient as you will not have full use of your backcourt while works are ongoing, for health and safety reasons, but the current metal bins are no longer fit for purpose and must therefore be replaced with bigger, more modern refuse facilities. As with all contracts, we will send individual letters to all residents affected by these works giving more details, timescales and shared costs for factored owners.

In the meantime, please see the attached letter from GCC and information leaflet about the Bin Replacement Programme for further details.

Cyclical Painting

Our painting contractors J S McColl Ltd will also be resuming the cyclical painting works, starting with external railings at the top of Calvay Road and Burnmouth Court, plus the common external areas at Calvay Road (evens), before moving on to the internal closes in various areas throughout our stock. All residents involved will receive letters giving more specific details and common work costs for factored owners.



Annual Gas Servicing

All Social Landlords are legally required to carry out an annual gas service in every property with gas and report this to the Scottish Housing Regulator every year. Our contractors Gas Sure have been making every effort to meet these statutory requirements, so please give access where you can. We appreciate some services have been postponed where tenants are vulnerable, were shielding, self-isolating or showing symptoms of the virus, but please contact us now so we can make appropriate arrangements to re-schedule the appointment.

AND FINALLY WE NEED YOU TO HELP US.....

FLY –TIPPING

We have recently noticed an increased number of complaints about fly tipping, which is causing a nuisance to all. We also believe that some of the rubbish may be coming from people out with the area. If you notice anyone fly-tipping please note the car or van registration and report it directly to Glasgow City Council on 287 9700, or online at: <https://www.glasgow.gov.uk>. If you see a Calvay resident fly-tipping, please report it to us too.



CONTACTING OUR STAFF

The office is currently closed and staff are working from home but you can still contact us in the normal way, by phoning the office on 0141 771 7722, or emailing us at enquiries@calvay.org.uk. You can also use our website on www.calvay.org.uk and our Facebook Page. You may see staff out and about in the area, carrying out routine inspections, checking on void properties or assisting with a property viewing for a new tenant. But please remember that social distancing is still necessary at all times and do not approach staff unless absolutely necessary. We hope to get back to “a new normal” as soon as we can, but until then, please work with us, keep safe and help save lives.